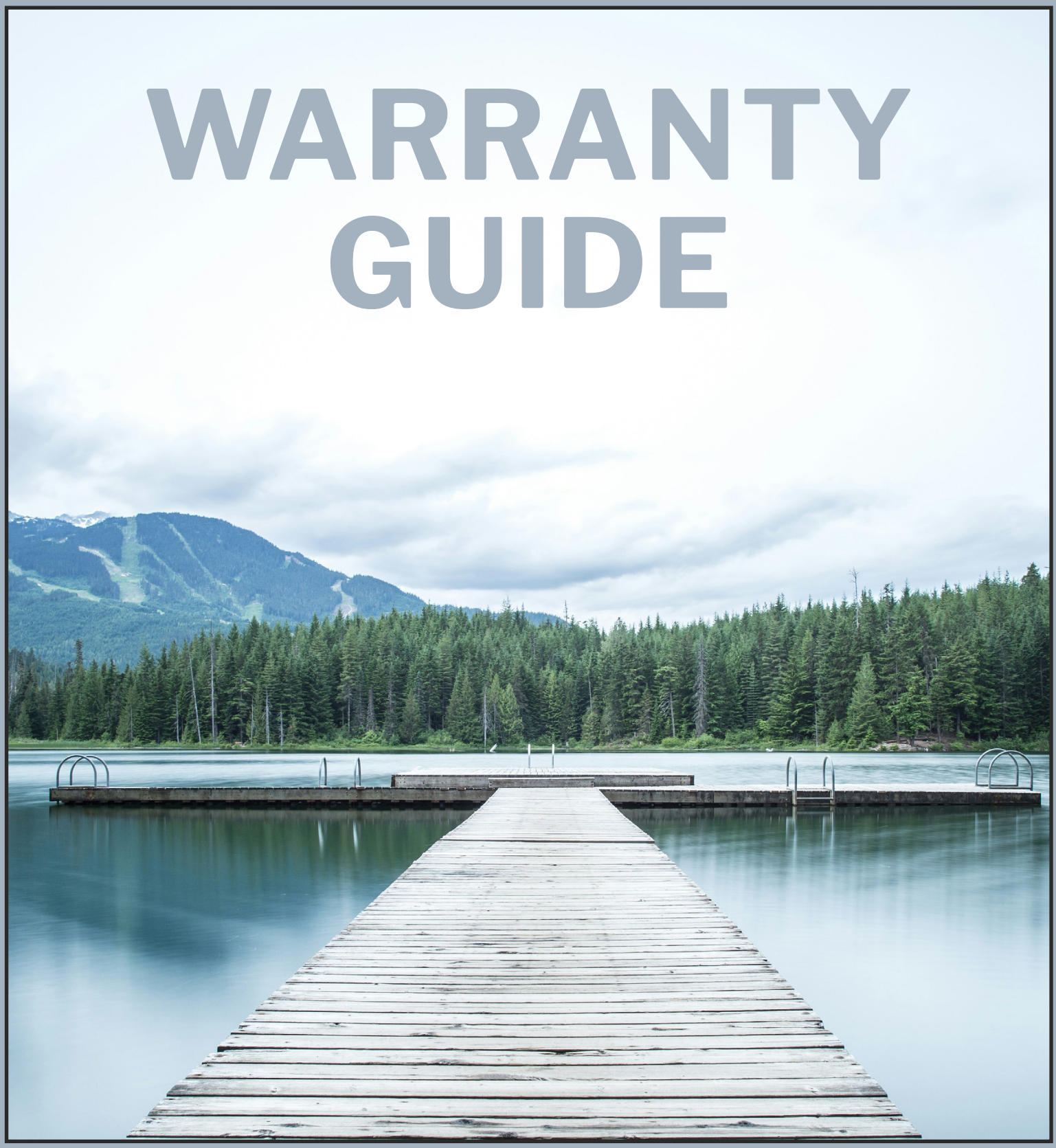
WARRANTY GUIDE



It's reasonable to expect your RV may need some service during the base and structural limited warranty periods. We recommend you contact your selling dealer first. If additional assistance is needed, Keystone has a network of authorized dealers, service centers and mobile service providers that are the exclusive source of parts, service and warranty support. However, if for any reason, your issue is not resolved by your dealer, Keystone is always willing to help so please do not hesitate to contact us.

This Warranty Guide and the Keystone Owner's Manual are available presale and should be reviewed by the retail purchaser(s) prior to purchase. Any questions regarding it or the purchase of a Keystone RV should be directed to your Keystone Dealer or Keystone RV Company – Customer Service Department. Revised 9.1.2026

KEYSTONE

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01 IMPORTANT MESSAGE TO OWNERS

Your satisfaction is our number one priority with your new Keystone recreational vehicle, including its divisions Dutchmen and CrossRoads ("Keystone"). This is why Keystone provides a Warranty Guide containing important information about your RV's warranty coverage should issues arise. In the event you need assistance, refer to your digital Owner's Manual and Warranty Guide by scanning the QR code located on your entry door. While we are always here to help, Keystone recommends you contact your local selling dealer for warranty service first. This will keep your time spent in the shop low so you can continue to chase adventure and make priceless memories. If you have any difficulty obtaining warranty service from your local dealer, please contact Keystone Customer Service at:

Keystone | P.O. Box 2000 | Goshen, Indiana 46527 | 866.425.4369 | www.keystonerv.com – Owners Link

On behalf of everyone at Keystone RV Company and its divisions, we want to thank you for purchasing our product. Remember, we are always here to help! Please be sure to download the "My Keystone" App and/or visit the "Owners Support" section at http://www.keystonerv.com where we have supplied you with a variety of resources such as Videos, FAQs, the DIY program.

Vehicle Identification Number (VIN): 4 Y D _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Owner's Name: _____ Date of Purchase: _____

Phone Number: _____ Dealer: _____

Address: _____ Contact: _____

_____ Phone Number: _____

MAINTENANCE LOG

Date	Description of Service	Services Performed By

02 KEYSTONE RV LIMITED WARRANTIES (FIVE PAGES)

WHAT IS COVERED?

Keystone RV Company, including its divisions, Dutchmen and CrossRoads ("Keystone"), provides the following limited warranties with this recreational vehicle ("RV") which set forth what Keystone will cover and what Keystone will do if a defect exists. Neither limited warranty is a guarantee about the RV for any time period. Please read them closely before your purchase of the RV.

PLEASE NOTE: WHEN YOU REQUEST AND ACCEPT THE PERFORMANCE OF WARRANTY REPAIRS UNDER THE TERMS OF EITHER LIMITED WARRANTY, YOU ARE ACCEPTING ALL TERMS OF BOTH LIMITED WARRANTIES, INCLUDING BY WAY OF EXAMPLE, THE RESPECTIVE WARRANTY LIMITATIONS AND DISCLAIMERS, THE FORUM SELECTION CLAUSE AND THE CLAUSE REDUCING THE TIME PERIOD WHEN SUIT MUST BE FILED FOR BREACH.

ONE-YEAR (TWO-YEAR FOR THE EDDIE BAUER AND REDWOOD BRANDS) LIMITED BASE WARRANTY:

The Keystone Limited Base Warranty covers this RV for a period of one-year (two-year for the Eddie Bauer and Redwood brands) from the date of purchase by the first retail owner.

This Limited Base Warranty covers defects in materials and workmanship supplied by and attributable to Keystone's manufacturing and assembly of the RV when the RV is used solely for its intended purpose of recreational camping. This Limited Base Warranty does not cover the items excluded under the section "What is Not Covered" (pg. 4-5).

IN ADDITION, SINCE IT IS REASONABLE TO EXPECT THAT THE RV WILL NEED SOME SERVICE DURING THE WARRANTY PERIOD, THIS LIMITED BASE WARRANTY DOES NOT PROMISE OR EXTEND TO FUTURE PERFORMANCE, WHICH MEANS THAT IT DOES NOT GUARANTEE HOW YOUR RV WILL PERFORM FOR A PERIOD OF TIME OR THAT IT IS FREE FROM DEFECTS. IT ONLY SETS FORTH WHAT KEYSTONE WILL DO IF A DEFECT EXISTS WITHIN THE LIMITED BASE WARRANTY PERIOD.

IT IS ALSO REASONABLE TO EXPECT THAT, BECAUSE OF THE SOPHISTICATED NATURE OF RVs, AND THE SPECIALIZED PARTS, COMPONENTS AND EQUIPMENT USED TO MANUFACTURE THEM, SERVICE DELAYS MAY AND CAN OCCUR. SOME REPAIRS MAY TAKE AN EXTENDED PERIOD OF TIME TO COMPLETE FOR REASONS BEYOND THE CONTROL OF KEYSTONE, OUR SUPPLIERS, AND OUR DEALERS. WE ASK FOR YOUR PATIENCE IN THOSE CIRCUMSTANCES. THOSE DELAYS ARE NOT INTENDED TO INCONVENIENCE YOU OR YOUR FAMILY, BUT TO PROPERLY COMPLETE THE REPAIRS. NO MATTER THE CIRCUMSTANCES PLEASE STAY IN CONTACT WITH YOUR DEALER FOR UPDATES ON PARTS LEAD TIMES AND REPAIR TIMES. IF YOU DO NOT BELIEVE YOUR DEALER IS ABLE TO RESOLVE YOUR WARRANTABLE ISSUES OR COMPLETE THE REPAIRS ON A TIMELY BASIS, PLEASE CALL KEYSTONE'S CUSTOMER SERVICE DEPARTMENT FOR ASSISTANCE.

Keystone is not responsible for any undertaking, representation, service agreement, or warranty beyond what is expressly set forth in this Limited Base Warranty.

TRANSFERABILITY | This Limited Base Warranty may be transferred by the first retail purchaser to a subsequent retail purchaser; however, the Limited Base Warranty will in no way be extended beyond the one-year (two-year for the Redwood and Eddie Bauer brands) coverage period. For you, the second retail purchaser, to receive the unexpired balance of the base warranty coverage, as previously described, after purchasing the RV, you may download the "My Keystone" App or go to our website at www.keystonerv.com and provide Keystone with your VIN, name, address, phone, and email address (proof of purchase may be requested). You may also notify Keystone of the transfer by:
Phone | 866.425.4369
Email | ownerrelations@keystonerv.com

PLEASE NOTE: THE LIMITED BASE WARRANTY IS NOT PART OF THE SEPARATE LIMITED STRUCTURAL WARRANTIES PROVIDED WITH THE RV. THE LIMITED BASE WARRANTY WILL EXPIRE ON THE ONE-YEAR (TWO-YEAR FOR THE EDDIE BAUER AND REDWOOD BRANDS) ANNIVERSARY DATE OF THE FIRST RETAIL PURCHASE.

LIMITATIONS AND DISCLAIMERS:

THE LIMITED BASE WARRANTY IS PROVIDED EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, AND IN LIEU OF ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF KEYSTONE. IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IF ANY, GIVEN BY LAW, WILL BE LIMITED TO AND NOT EXTEND BEYOND THE SCOPE OF COVERAGE AND BEYOND THE DURATION OF THE ABOVE ONE-YEAR (TWO-YEAR FOR EDDIE BAUER AND REDWOOD BRANDS) LIMITED BASE WARRANTY PERIOD.

KEYSTONE WILL NOT BE RESPONSIBLE OR LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR NATURE THAT RESULT FROM ANY DEFECT IN THE RV, INCLUDING BUT NOT LIMITED TO, LOSS OF USE OF THE RV, LOAN PAYMENTS, ON-SITE SERVICE CALLS, LOSS OF TIME, INCONVENIENCE, EXPENSES FOR GASOLINE, TOWING CHARGES OR TRANSPORTATION COSTS, RENTAL OF SUBSTITUTE EQUIPMENT, TELEPHONE, TRAVEL, LODGING, DAMAGE OR LOSS TO PERSONAL PROPERTY, LOSS OF REVENUES, OR OTHER COMMERCIAL LOSS, OR ANY OTHER SPECIAL OR CONSEQUENTIAL DAMAGES, OF ANY KIND OR NATURE RESULTING FROM ANY DEFECT IN THE RV. THE DISCLAIMER OF CONSEQUENTIAL DAMAGES IS NOT DEPENDENT UPON THE LIMITED BASE WARRANTY FULFILLING ITS ESSENTIAL PURPOSE.

SOME STATES DO NOT ALLOW LIMITATIONS OF HOW LONG AN IMPLIED WARRANTY LASTS, OR ALLOW THE EXCLUSION OF LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSIONS MAY NOT APPLY TO YOU.

LIMITED STRUCTURAL WARRANTY

KEYSTONE OFFERS A LIMITED STRUCTURAL WARRANTY WITH TWO TIME PERIODS DEPENDING ON YOUR BRAND.

ONE: A THREE-YEAR LIMITED STRUCTURAL WARRANTY (ALL KEYSTONE BRANDS EXCEPT MONTANA AND MONTANA HIGH COUNTRY MANUFACTURED AFTER 1/1/2026 AND ALPINE AND AVALANCHE MANUFACTURED AFTER 6/1/2026).

TWO: A FIVE-YEAR LIMITED STRUCTURAL WARRANTY FOR MONTANA AND MONTANA HIGH COUNTRY BRANDS (MANUFACTURED AFTER 1/1/2026) AND ALPINE AND AVALANCHE BRANDS (MANUFACTURED AFTER 6/1/2026)

The Keystone Limited Structural Warranty covers this RV for a period of three years **(five years for Montana & Montana High-Country brands after 1/1/2026 and five years for Alpine and Avalanche brands after 6/1/2026)** from the date of purchase by the first retail owner. This Limited Structural Warranty covers defects in materials and workmanship supplied by and attributable to Keystone's manufacturing and assembly of the "structural" (as defined below) portions of the RV when the RV is used solely for its intended purpose of recreational camping. This Limited Structural Warranty does not cover the items excluded under the section "What is Not Covered?" (pg 4-5).

"Structural" means the RV's (i) main steel frame and steel support members (outriggers and cross members) (ii) exterior sidewalls, laminated or non-laminated, including fiberglass, aluminum siding and wall studs (iii) floors, laminated or non-laminated, including decking and floor joists (iv) roofs, laminated or non-laminated, including decking, roof rafters and roof material installation (v) fiberglass cap(s) including paint application, and windshield installation (does not cover damages such as, rock chips, dents, scratches, or failure to maintain) and (vi) slide-out box, exterior sidewalls/end walls/roofs/floors, skeletal framing, decking and roof material installation.

PLEASE NOTE: THE LIMITED THREE-YEAR AND FIVE YEAR STRUCTURAL WARRANTIES ARE NOT PART OF THE SEPARATE LIMITED BASE WARRANTY PROVIDED WITH THE RV. THE LIMITED STRUCTURAL WARRANTY WILL EXPIRE ON THE ANNIVERSARY DATE OF THE FIRST RETAIL PURCHASE.

IN ADDITION, SINCE IT IS REASONABLE TO EXPECT THAT THE RV WILL NEED SOME SERVICE DURING THE WARRANTY PERIOD, THESE LIMITED STRUCTURAL WARRANTIES DO NOT PROMISE OR EXTEND TO FUTURE PERFORMANCE, WHICH MEANS THAT IT DOES NOT GUARANTEE HOW YOUR RV WILL PERFORM FOR A PERIOD OF TIME OR THAT IT IS FREE FROM DEFECTS. IT ONLY SETS FORTH WHAT KEYSTONE WILL DO IF A DEFECT EXISTS WITHIN THE LIMITED STRUCTURAL WARRANTY PERIOD.

IT IS ALSO REASONABLE TO EXPECT THAT, BECAUSE OF THE SOPHISTICATED NATURE OF RVs, AND THE SPECIALIZED PARTS, COMPONENTS AND EQUIPMENT USED TO MANUFACTURE THEM, SERVICE DELAYS MAY AND CAN OCCUR. SOME REPAIRS MAY TAKE AN EXTENDED PERIOD OF TIME TO COMPLETE FOR REASONS BEYOND THE CONTROL OF KEYSTONE, OUR SUPPLIERS, AND OUR DEALERS. WE ASK FOR YOUR PATIENCE IN THOSE CIRCUMSTANCES. THOSE DELAYS ARE NOT INTENDED TO INCONVENIENCE YOU OR YOUR FAMILY, BUT TO PROPERLY COMPLETE THE REPAIRS. NO MATTER THE CIRCUMSTANCES PLEASE STAY IN CONTACT WITH YOUR DEALER FOR UPDATES ON PARTS LEAD TIMES AND REPAIR TIMES. IF YOU DO NOT BELIEVE YOUR DEALER IS ABLE TO RESOLVE YOUR WARRANTABLE ISSUES OR COMPLETE THE REPAIRS ON A TIMELY BASIS, PLEASE CALL KEYSTONE'S CUSTOMER SERVICE DEPARTMENT FOR ASSISTANCE.

Keystone is not responsible for any undertaking, representation, service agreement, or warranty beyond that is expressly set forth in this Limited Structural Warranties.

TRANSFERABILITY | These Limited Structural Warranties may be transferred by the first retail purchaser to a subsequent retail purchaser; however, these Limited Structural Warranties will in no way be extended beyond the three-year for all Keystone brands and five-year for Montana, Montana High Country, Alpine and Avalanche brands ONLY coverage period. For you, the second retail purchaser, to receive the unexpired balance of these Structural Warranties coverages as described above, after purchasing the RV, you may download the "My Keystone" App or go to our website at www.keystonerv.com and provide Keystone with your VIN, name, address, phone, and email address (proof of purchase may be requested). You may also notify Keystone of the transfer by:
Phone | 866.425.4369
Email | ownerrelations@keystonerv.com

LIMITATIONS AND DISCLAIMERS:

THE LIMITED STRUCTURAL WARRANTY IS PROVIDED EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, AND IN LIEU OF ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF KEYSTONE. IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IF ANY, GIVEN BY LAW, WILL BE LIMITED TO AND NOT EXTEND BEYOND THE SCOPE OF COVERAGE AND BEYOND THE DURATION OF THE ABOVE THREE-YEAR AND FIVE-YEAR LIMITED STRUCTURAL WARRANTY PERIOD.

KEYSTONE WILL NOT BE RESPONSIBLE OR LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR NATURE THAT RESULT FROM ANY DEFECT IN THE RV, INCLUDING BUT NOT LIMITED TO, LOSS OF USE OF THE RV, LOAN PAYMENTS, ON-SITE SERVICE CALLS, LOSS OF TIME, INCONVENIENCE, EXPENSES FOR GASOLINE, TOWING CHARGES OR TRANSPORTATION COSTS, RENTAL OF SUBSTITUTE EQUIPMENT, TELEPHONE, TRAVEL, LODGING, DAMAGE OR LOSS TO PERSONAL PROPERTY, LOSS OF REVENUES, OR OTHER COMMERCIAL LOSS, OR ANY OTHER SPECIAL OR CONSEQUENTIAL DAMAGES, OF ANY KIND OR NATURE RESULTING FROM ANY DEFECT IN THE RV. THE DISCLAIMER OF CONSEQUENTIAL DAMAGES IS NOT DEPENDENT UPON THE LIMITED STRUCTURAL WARRANTY FULFILLING ITS ESSENTIAL PURPOSE.

SOME STATES DO NOT ALLOW LIMITATIONS OF HOW LONG AN IMPLIED WARRANTY LASTS, OR ALLOW THE EXCLUSION OF LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSIONS MAY NOT APPLY TO YOU.

REPAIR REMEDY

If, within the stated limited warranty period, a defect in materials or workmanship is found to exist that is not excluded from coverage, whether under the Limited Base Warranty or the Limited Structural Warranty, Keystone's sole and exclusive obligation will be to repair the defect.

Back-Up Remedy | As a limited back-up remedy in the event the defect cannot be repaired, after receiving a reasonable opportunity to repair and after a reasonable number of repair attempts, Keystone may, at its option, either (1) pay you the diminution in value damages, or (2) provide a similar replacement RV, less a reasonable allowance for the owner's use of the original RV. The primary and back-up remedies must both fail to fulfill their essential purpose before other uniform commercial code remedies can be obtained for breach of express or implied warranty.

PLEASE NOTE: Any performance of repairs after the stated coverage periods expire or any performance of repairs to those portions of your RV excluded from coverage will be considered "good will" repairs and will not alter the express terms of the base and structural limited warranties.

WHAT IS NOT COVERED?

THE LIMITED BASE AND STRUCTURAL WARRANTY WILL NOT APPLY TO:

- Routine maintenance including, without limitation, caulking, re-caulking and waxing of the body of the RV, tightening screws, brake squeak/lock-up/adjustment, latches, locks, combustion systems, changing fuses, or light bulbs, and maintaining the air conditioning and heating systems.
- Any water leaks or related consequential damages that are a result of your failure to properly maintain the exterior seals as required in the Owner's Manual.
- Any water leaks or related consequential damages that arise after the limited one-year (two-year for the Eddie Bauer and Redwood brands) base warranty expires (water leaks are covered under the base warranty and not the structural warranty).
- Adjustments to all doors, drawers, locks, latches, awnings and window treatments beyond 90 days after retail sale.
- Any digital component, computer, module, smart system, or equipment that requires calibration, reprogramming, or software updates.
- Equipment, products, components, appliances, or accessories not manufactured by Keystone.
- RV's used for business, rental, residential, commercial, or disaster relief purposes, or any purposes other than recreational travel and family camping.

- RV's that are not originally purchased through an authorized dealer or those purchased through auction, repossession, salvage or an otherwise damaged or distressed condition.
- Damage or loss caused in whole or in part by the unauthorized attachments, modifications or alterations to the structure, body, pin box or frame of the RV including but not limited to trailer hitches for towing, or platforms for supporting cargo.
- Any fading or dye lot changes of fabrics or carpet or cosmetic issues with the roof material(s) or its installation.
- Design defects; redesign/re-construction of any part of the RV; or anything related to wheel or axle alignment.
- Rust or corrosion due to the environment; or any broken glass damage.
- Damage or loss caused in whole or in part by animals, exposure to natural or atmospheric elements, corrosive chemicals, ash or fumes generated or released by vehicles, collision, road hazards, rock chips, condensation, or any other source; impact, dents, scratches or failure to maintain.
- Damage or loss caused in whole or in part by extreme weather conditions such as extreme cold or heat, winds, rain, lightning, hail, ice, and/or flooding.
- Damage or loss caused in whole or in part by the willful or negligent acts of the driver of the vehicle pulling the RV, an accident involving the RV, or the condition of any road surface.
- Damage or loss caused in whole or in part by the tow vehicle selected by the owner, owner's operation or use of the tow vehicle, improper selection or installation of towing hitch on tow vehicle, weight distribution, sway control or equalizer equipment, or damage to the owner's tow vehicle.
- Any injury, loss or damage due to mold or fungi.
- Any RV licensed, registered, or primarily used outside the USA or Canada.

DEFECTS v. DAMAGE

Please note the distinction between "defect" and "damage". "Defect" means the failure of the workmanship performed and/or materials used to conform with the design, manufacturing specifications and tolerances of Keystone. Defects are covered under the limited warranties. On the other hand, Keystone has no control over "damage" caused by such things as collision, misuse, or lack of maintenance that occurs after the RV is delivered to the owner. Therefore, "damage" for any reason which occurs after the RV is delivered is not covered under this warranty.

Maintenance services are also excluded from the warranty because it is the owner's responsibility to maintain the RV.

COMPONENT AND APPLIANCE WARRANTY SERVICE/ADMINISTRATION

Appliance and component manufacturer warranties, if any, are separate from the Keystone Limited Warranties. Keystone administers the separate appliance and component warranties ONLY during the Keystone one-year (two-year for Eddie Bauer and Redwood brands) base limited warranty coverage period except for tires, batteries, Onan supplied generators, and ASA supplied electronics (those items are not only excluded, but Keystone does not administer those components' separate warranties). All warranty service claims on components must therefore be directed during the one-year (two-year for Eddie Bauer and Redwood brands) base limited warranty coverage period to Keystone through an authorized Keystone dealer or service center. After the Keystone one-year (two-year for Eddie Bauer and Redwood brands) base coverage period expires, all appliance and component warranty claims must be directed to the respective appliance and component manufacturers. **Keystone is not warranting any appliance or components. In no way will Keystone's Limited Warranties be modified or amended by this provision.**

LEGAL REMEDIES

ANY ACTION TO ENFORCE ANY PORTION OF THE LIMITED BASE OR STRUCTURAL WARRANTIES, OR ANY IMPLIED WARRANTY, MUST BE COMMENCED WITHIN SIX (6) MONTHS AFTER EXPIRATION OF THE STATED RESPECTIVE LIMITED WARRANTY PERIODS OR THE ACTION WILL BE BARRED BECAUSE OF THE PASSAGE OF TIME. ANY PERFORMANCE OF REPAIRS WILL NOT SUSPEND THIS LIMITATION PERIOD FROM EXPIRING.

SOME STATES ALSO DO NOT ALLOW THE REDUCTION IN THE STATUTE OF LIMITATIONS, SO THEY MAY NOT APPLY TO YOU.

EXCLUSIVE JURISDICTION FOR DECIDING LEGAL DISPUTES RELATING TO ALLEGED BREACH OF WARRANTY OR REPRESENTATIONS OF ANY NATURE MUST BE FILED IN THE COURTS WITHIN THE STATE OF MANUFACTURE. ALSO, THE LIMITED WARRANTIES WILL BE INTERPRETED AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF INDIANA. ANY AND ALL CLAIMS, CONTROVERSIES, AND CAUSES OF ACTION ARISING OUT OF OR RELATING TO THE LIMITED WARRANTIES, WHETHER SOUNDING IN CONTRACT, TORT OR STATUTE, WILL BE GOVERNED BY THE LAWS OF THE STATE OF INDIANA, INCLUDING ITS STATUTE OF LIMITATIONS, WITHOUT GIVING EFFECT TO ANY CONFLICT OF LAW RULE THAT WOULD RESULT IN THE APPLICATION OF THE LAWS OF A DIFFERENT JURISDICTION.

PLEASE NOTE: THE ABOVE LIMITED WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

CALIFORNIA CONSUMERS

CALIFORNIA CONSUMERS SHOULD KNOW THEIR RIGHTS RELATING TO THE PURCHASE OF CONSUMER GOODS, SUCH AS RECREATIONAL VEHICLES. CALIFORNIA CONSUMERS MAY HAVE SPECIAL PROTECTIONS UNDER CALIFORNIA'S SONG-BEVERLY CONSUMER WARRANTY ACT (CALIFORNIA CIVIL CODE § 1793.2).

California enacted the Song Beverly Consumer Warranty Act to provide protection to Californians who purchase consumer goods in California. As part of the Act, manufacturers are required to make repairs to consumer goods if they have a defect. Repairs are required to be made within a certain period of time and, if they are not, or if a repair to the same item is required more than twice, a manufacturer may be required to replace or repurchase the consumer good. In some instances, if a manufacturer does not meet this obligation, it can be subject to additional damages referred to in the statute as a civil penalty.

In order to seek a civil penalty an owner must comply with Song Beverly Consumer Warranty Act's pre-litigation notice requirements (described at California Code of Civil Procedure Section 871.24), by sending a written notice to Keystone RV Company, either by email sent to the following email address: CaliforniaPreSuitNotice@keystonerv.com or by certified or registered mail, return receipt requested, sent to the following address: Keystone RV Company, c/o California Pre-suit Notice, PO Box 2000 Goshen, IN 46527. Keystone's physical address is 2642 Hackberry Dr., Goshen, Indiana 46526.

CONSUMIDORES DE CALIFORNIA

LOS CONSUMIDORES DE CALIFORNIA DEBEN CONOCER SUS DERECHOS EN RELACIÓN CON LA COMPRA DE BIENES DE CONSUMO, COMO VEHÍCULOS RECREATIVOS. LOS CONSUMIDORES DE CALIFORNIA PUEDEN TENER PROTECCIONES ESPECIALES BAJO LA LEY DE GARANTÍA DEL CONSUMIDOR SONG-BEVERLY DE CALIFORNIA (CÓDIGO CIVIL DE CALIFORNIA § 1793.2).

California promulgó la Ley de Garantía del Consumidor Song Beverly para brindar protección a los californianos que compran bienes de consumo en el estado. Como parte de la ley, los fabricantes están obligados a reparar los bienes de consumo si presentan algún defecto. Las reparaciones deben realizarse dentro de un plazo determinado y, de no ser así, o si se requiere la reparación del mismo artículo más de dos veces, el fabricante podría verse obligado a reemplazar o recomprar el bien de consumo. En algunos casos, si un fabricante no cumple con esta obligación, puede estar sujeto a daños adicionales, contemplados en la ley como sanción civil.

Para solicitar una sanción civil, el propietario debe cumplir con los requisitos de notificación previa al litigio de la Ley de Garantía del Consumidor Song Beverly (descritos en el Código de Procedimiento Civil de California, Sección 871.24), enviando una notificación por escrito a Keystone RV Company, ya sea por correo electrónico a la siguiente dirección:CaliforniaPreSuitNotice@keystonerv.com, o por correo certificado con acuse de recibo a la siguiente dirección: Keystone RV Company, c/o California Pre-suit Notice, PO Box 2000 Goshen, IN 46527. La dirección física de Keystone es 2642 Hackberry Dr., Goshen, Indiana 46526.

EXTENDED PEACE OF MIND

During the first year of your ownership (First two-years of ownership for Eddie Bauer and Redwood brands), Keystone administers all the separate component and appliance warranty coverage except for tires, batteries, Onan supplied generators, and ASA supplied electronics (those items are not only excluded but Keystone does not administer those components' separate warranties). For added protection, the appliances and components listed below have warranty coverage directly administered from and by the components' suppliers themselves beyond Keystone's base and structural warranty.

COMPONENT AND APPLIANCE WARRANTY COVERAGE

Product vendor	Product	Warranty Years	Warranty Notations
Alpha	Superflex & Alphaply Membranes	**Lifetime**	***Limited: For Year 6+, Parts Only, No labor**
Dicor	Tufflex	**Lifetime**	***Limited**
Lionshead	Aluminum & Steel Wheels	**Lifetime**	**Clear coat is only covered within the first year**
Tredit	Aluminum & Steel Wheels	**Lifetime**	**$150 Total Roadside Assistance For 4 years**
25 Year Warranty			
DynaSpan	Floor Decking	**25**	
Future Solutions	Solar Panels	**25**	**Power Output 25 Years, Workmanship 10 years**
Go Power	Rigid Panel	**25**	**Power Output 25 Years, Workmanship 12 Years**
10 Year Warranty			
Dragonfly	Batteries	**10**	
Wesco	Flex Pex Piping	**10**	
Dexter	Torflex Axles	**10**	**Suspension Components Only**
8 Year Warranty			
Terran	Spring Axles	**8**	
7 Year Warranty			
Beaufloor	Vinyl Flooring	**7**	**Cold Cracking Only**
6 Year Warranty			
Dexter (Hi-Spec)	Oracle and Sailun Tires	**6**	**1 Year + 5 Years For The Original Owner. 3 Years Roadside Assistance**
Lippert	Spring Axles	**6**	
Lippert	Suspension Systems	**6**	
Tredit	Goodyear, Rainier and Sailun Tires	**6**	**$150 Total Roadside Assistance For 4 years**
5 Year Warranty			
Amerimax	Sidewall Metal	**5**	***Limited**
Dexter	Spring Axles	**5**	
Discover Battery	Lithium Blue Batteries	**5**	
Furrion	Shore Power Products	**5**	
Go Power	Flexible Panel	**5**	**Power Output 5 Years. Workmanship 2 Years**
Go Power	Controller	**5**	
Lionshead	(ST) Radial Tire Brands & Westlake Commercial Tires	**5**	**"No Excuse Guarantee" For The 1st Year + 2 Year Roadside Assistance From Date Code On Tires**
Lippert	Chassis/Frame	**5**	**Montana & Montana HC Manufactured after 1/1/26 ONLY. Alpine,Avalanche, Cougar Fifth Wheel (FW) Manufactured after 6/1/26 ONLY, Cougar (TT) Manufactured after 4/29/26 (Starting VIN VV500010)**
Mor/Ryde	IS System	**5**	**Parts Only**
Samsung	Refrigerator	**5**	**Sealed System & Labor On Digital Inverter Compressor. 10 Years Compressor Parts *Limited**
Terran	Axle Leaf Springs	**5**	
Tredit	Trailer King Tires	**5**	**$150 Total Roadside Assistance For 4 Years**
Victron Energy	Solar Products	**5**	**Optional 5 Year Warranty Through Vendor**

3 Year Warranty			
Cummins	Generator	**3**	**Up To 2,000 Hours. Optional 5 year Warranty/2,000 Hours Through Vendor**
Flo-Jet	Water Pump	**3**	
Lippert	Chassis/Frame	**3**	**All Brands Except Montana & Montana HC**
Lippert	Hydraulic Leveling System	**3**	**Excludes Harness & Electronics**
MORryde	Pin Box	**3**	**Parts Only**
Norco	Chassis/Frame	**3**	
Standard Tech	Fuel Tanks	**3**	
Truck System Technologies	Tire Pressure Monitoring System	**3**	
Vixen Composites	Exterior Fiberglass	**3**	
2 Year Warranty			
Coleman	A/C	**2**	**Optional 3 Year Warranty Through Vendor - Parts Only**
Dometic	Refrigerator	**2**	**Optional 1-3 Year Extended Warranty Through Vendor**
Dometic	Fantastic Vent	**2**	**5 Years Parts Only. Lifetime - Dome**
Dometic	Range	**2**	
Dometic	Furnace	**2**	
Dometic	Air Conditioner	**2**	**Optional 1-3 Year Extended Warranty Through Vendor**
Dometic	Toilet	**2**	
Dometic	Water Heater	**2**	
Flex Power	Generator (4000 &5500)	**2**	***Limited**
Furrion	12V Refrigerator	**2**	
GE Appliances	A/C	**2**	
GE Appliances	Range	**2**	
Girard Products	Water Heater	**2**	**Parts Only**
InterVac	Central Vacuum	**2**	**Accessories 30 days**
Mor/Ryde	LRE Rubber Suspension System	**2**	**Parts Only**
Mor/Ryde	CRE System	**2**	**Parts Only**
Progressive Dynamics	Converter	**2**	**Optional Lifetime Warranty Through The Vendor**
MaxxAir	Roof Vent Fan	**2**	**Parts Only**
Suburban	Furnace	**2**	**Heat Exchangers 5 Years - Parts Only**
Suburban	Water Heater	**2**	**Tank 3 Years -Parts Only**
Suburban	Range	**2**	
Ventline	Power Fan	**2**	
Ventline	Range Hoods	**2**	
Ventline	Roof Vents	**2**	
Valto	Exterior Fiberglass	**2**	
WFCO	Converter	**2**	
WFCO	Inverter	**2**	
Xantrex	Inverter (Freedom X)	**2**	

***This product comes with a limited warranty. For further information and full details, please contact the vendor directly.**

THIS IS ONLY A SUMMARY. FOR COMPLETE INFORMATION REGARDING THE ACTUAL WARRANTY STATEMENT(S) CONSULT THE WRITTEN LIMITED WARRANTY PROVIDED BY EACH SUPPLIER WHICH CAN BE FOUND IN THE COMPONENT SUPPLIER OWNER'S MANUAL INCLUDED WITH YOUR RV OR ON THE SUPPLIER(S) WEBSITE. WHILE KEYSTONE ADMINISTERS THE COMPONENT AND APPLIANCE WARRANTIES AS AN ADDED BENEFIT TO OUR CONSUMERS, WE DO NOT WARRANTY THESE COMPONENTS.
REVISED 9.1.2026

COMPONENT AND APPLIANCE CONTACT INFORMATION

For your convenience, we have provided contact information for the most common component and appliance suppliers.
✓-Denotes the possibility of additional consumer warranty (beyond the base and structural warranties) direct from the component supplier.

Air Conditioners			
✓	Coleman - Mach (Airxcel)	1.316.832.4357	www.coleman-mach.com
	Collins & Company-Window AC	1.574.848.1118	www.collins-n-co.com
✓	Dometic	1.800.544.4881	www.dometic.com
✓	Furrion (Lippert)	1.432.547.7378	www.furrion.com
✓	Midwest Sales & Service (GE)	1.800.722.7262	geappliancesrecreationalliving.com
Awnings			
	Carefree of Colorado	1.303.469.3324	www.carefreeofcolorado.com
✓	Dometic	1.800.544.4881	www.dometic.com
	Lippert Components	1.432.547.7378	www.lci1.com
Axles			
✓	Dexter	1.574.295.7888	www.dextergroup.com
✓	Lippert Components	1.432.547.7378	www.lci1.com
✓	Terran Axle	1.312.312.7767	terranindustries.com
Central Vacuum			
✓	HP Products	1.330.875.5556	www.h-pproducts.com
✓	Intervac	1.888.499.1925	www.intervacdesign.com
Converter/Inverter			
✓	Magnum (Future Sales)	1.574.262.3688	www.fsi-solutions.com
✓	Progressive Dynamics	1.269.781.4241	www.progressivedyn.com
✓	WFCO/CHENG- Arterra	1.574.294.8997	www.wfcotech.com
Entrance Steps			
	Lippert Components	1.432.547.7378	www.lci1.com
✓	MORryde	1.574.293.1581	www.morryde.com
	Suburban	1.574.247.9235	suburbanrv.com
Fiberglass			
	Better Way - Front Cap	1.574.538.4037	www.betterwayproducts.com
✓	Crane	1.800.435.0080	www.cranecomposites.com
Fireplace			
	Dave Carter	1.574.642.0627	www.davecarter.com
	Furrion (Lippert)	1.432.547.7378	www.furrion.com
	Greystone (Lippert)	1.574.537.8900	www.lci1.com
	LaVanture	1.800.348.7625	www.lavanture.com
Flex Pex Plumbing			
	Dave Carter	1.574.642.0627	www.davecarter.com
	ESCO	1.800.456.3726	www.escousa.net
	LaSalle Bristol	1.574.295.8400	www.lasallebristol.com
✓	Wesco	1.574.206.1517	www.wesco.com
Flooring (Decking)			
✓	Dyna Span (Decking)	1.503.228.3802	www.affiliatedresources.net/dyna-bilt

Flooring (Linoleum)			
	LaSalle Bristol	1.574.295.8400	www.lasallebristol.com
	Shaw Industries	1.844.742.7429	www.shawfloors.com
✓	Syntec Industries	1.800.526.8428	www.syntecind.com
Fuel Delivery System			
	ECI Fuel Systems	1.877.685.8602	www.vectorperformance.com
✓	Standard Technologies	1.419.332.6434	www.standardtechn.com
Furnace			
✓	Atwood (Dometic)	1.800.544.4881	www.dometic.com
✓	Suburban (Airxcel)	1.423.775.2131	suburbanrv.com
Generator			
✓	Onan (Cummins)	1.800.286.6467	www.cummins.com
	RVMP	1.855.427.7978	RVMP.co
Graphics/Decals			
✓	BGS	1.262.554.8808	www.burlingtongraphics.com
	Sharpline	1.800.888.4888	www.sharpline.com
	Vomela	1.574.522.6016	www.vomela.com
iN-Command			
	ASA Electronics	1.800.688.3135	www.in-command.net
Leveling & Stabilization & Tongue Jacks			
	Bastion Distribution	1.574.651.9997	www.gobastion.net
	Dave Carter	1.574.642.0627	www.davecarter.com
	Domar Products	1.574.206.0101	www.domarproducts.com
	Equalizer (Days Corp)	1.800.846.9659	www.equalizersystems.com
	Lippert	1.432.547.7378	www.lci1.com
	Norco (BAL)	1.574.262.3400	www.norcoind.com
	Wesco Distribution	1.574.206.1517	www.wesco.com
Lithium Batteries			
✓	Dragonfly Energy	1.775.622.3448	www.dragonflyenergy.com
Microwave			
	Collins & Company	1.574.848.1118	www.collins-n-co.com
	Contoure	1.888.656.9317	www.contoureusa.com
✓	Dometic	1.800.544.4881	www.dometic.com
	Furrion (Lippert)	1.432.547.7378	www.furrion.com
	Midwest Sales & Service (GE)	1.800.722.7262	geappliancesrecreationalliving.com
Pin Box			
	Lippert Components	1.432.547.7378	www.lci1.com
✓	MORryde	1.574.293.1581	www.morryde.com
Power Fan, Range Hoods & Roof Vents			
✓	Fantastic Fan (Dometic)	1.800.544.4881	www.dometic.com
✓	Maxx Fan (Airxcel)	1.574.247.9235	www.airxcel.com
✓	Ventline (Dexter)	1.574.295.7888	www.dextergroup.com

Propane Regulators, Tanks, and Fittings			
	Dehco	1.574.970.8282	www.patrickdistribution.com
	Fairview	1.877.459.0700	www.fairviewfittings.com
	Service Distribution(UFP)	1.800.598.9663	www.ufpi.com
Refrigerator			
	Contoure	1.888.656.9317	www.contoureusa.com
	Dave Carter	1.800.459.9260	davecarter.com
✓	Dometic	1.800.544.4881	www.dometic.com
	Midwest Sales & Service (GE)	1.800.772.7262	geappliancesrecreationalliving.com
✓	Samsung (Riverpark)	1.800.442.7717	www.riverparkinc.com
Roofing Material			
✓	Alpha	1.800.462.4698	http://alphallc.us
Rubberized Suspension			
✓	Mor/Ryde	1.574.293.1581	www.morryde.com
Satellite			
	Furrion (Lippert)	1.432.547.7378	www.furrion.com
✓	Winegard	1.800.288.8094	www.winegard.com
Solar			
✓	Future Sales	1.574.262.3688	www.fsi-sales.com
	Go Power (Dometic)	1.866.247.6527	https://gopowersolar.com/
	Zamp (Dometic)	1.541.728.0924	www.zampsolar.com
Stove/Oven/Cooktop			
✓	Atwood (Dometic)	1.800.544.4881	www.dometic.com
	Contoure	1.888.656.9317	www.contoureusa.com
✓	Furrion (Lippert)	1.432.547.7378	www.furrion.com
✓	Suburban (Airxcel)	1.423.775.2131	suburbanrv.com
Tires			
	Americana	1.574.522.9450	www.americanatire.com
	Dexter (HiSpec)	1.800.549.4012	www.dextergroup.com
	Lionshead	1.574.533.6169	www.lionsheadtireandwheel.com
	Tredit	1.855.887.3348	www.tredittire.com
Toilet			
	Dave Carter	1.800.459.9260	davecarter.com
✓	Dometic	1.800.544.4881	www.dometic.com
TV Antenna			
	Furrion (Lippert)	1.432.547.7378	www.furrion.com
✓	Winegard	1.800.288.8094	www.winegard.com
Water Heater			
✓	Atwood/Dometic	1.800.544.4881	www.dometic.com
	Contoure	1.888.656.9317	www.contoureusa.com
✓	Girard (Lippert)	1.432.547.7378	www.lci1.com/brands/about-girard
✓	Suburban (Airxcel)	1.423.775.2131	suburbanrv.com
Water Pump			
✓	Flo-Jet	1.949.608.3900	www.xylemflowcontrol.com/flojet
	Shurflo	1.800.854.3218	www.pentair.com
✓	WFCO Technologies	1.574.294.8997	www.wfcoelectronics.com

03 OWNER'S ASSISTANCE

It's reasonable to expect your RV may need some service during the base and structural limited warranty periods. We recommend you contact your selling dealer first. If additional assistance is needed, Keystone has a network of authorized dealers, service centers and mobile service providers that are the exclusive source of parts, service and warranty support. However, if for any reason, your issue is not resolved by your dealer, Keystone is always willing to help so please do not hesitate to contact us.

We also understand that returning your RV for service takes time and effort. Therefore, we have outlined steps and options in hopes to reduce your inconvenience as much as possible.

VERIFY THE PROBLEM BEFORE SCHEDULING AN APPOINTMENT

Are you sure there is something wrong? It can be extremely frustrating to take the time, effort, and expense to return your RV to your dealer only to find your RV is operating correctly, was not being operated properly, or its condition is normal. Here are some resources and suggestions to help you validate your situation before taking the RV in for a service appointment.

1 | Review your Owner's Manual or the specific component and appliance manuals for the component in question (if applicable). Please be sure to download the "My Keystone" App and/or visit the "Owners support" section at www.keystonerv.com where we have supplied you with Videos, FAQs, the DIY program.

2 | Review the component and appliance website for more information regarding the component in question.

3 | Contact your selling dealer or Keystone Customer Service to run the issue by one or both of us.

NOTICE FOR THE "DO-IT-YOURSELF" CROWD

Can you do it yourself? More now than ever many RV owners are relating to the "Do-it-Yourself" (DIY) method of repairs. This allows you to use and develop your skills to save you time and money.

For example, if you need to replace a part (such as, a blind, radio, cabinet door, drawer guide, etc.) and you are comfortable replacing it yourself, we can help you. We may be able to send you a part without charge to install yourself or with the help of someone you know and trust. While we want you to have the opportunity to complete simple repairs, USE CAUTION AND GOOD COMMON SENSE: Your safety and comfort in working on RV repairs are very important.

If at any time you realize you don't have the necessary knowledge, training, or experience to independently work on any repair project, please stop what you are doing and seek the advice of someone familiar with your RV or contact your authorized Keystone dealership to arrange for the dealership's service group to address and fix the issue.

If the repair involves life safety related items, such as, the liquid propane (LP) gas system, any of the electrical systems, and plumbing, or such things, as the slide-out systems, hydraulics, and appliances, STOP and schedule an appointment with your dealer.

Returning the old part may sometimes be required, however, we can e-mail you a UPS return label. You can use the packaging from the new part to box the return part and it can be dropped at the nearest UPS location.

Please be sure to download the "My Keystone" App and/or visit the "Owners Support" section at http://www.keystonerv.com where we have supplied you with a variety of resources such as Videos, FAQs, the DIY program.

PLEASE NOTE: The "Do-it-Yourself" (DIY) method of repairs is not required when the unit is within the terms of the warranty. It is strictly presented to you as an option for a more convenient and timely service experience to a willing consumer.

SERVICE APPOINTMENT

If you verify the problem and the issue needs a professional's touch, no problem, we recommend you make an appointment with your selling dealer. During peak camping season, service appointment lead times can be extended. If additional assistance is needed, see "OBTAINING WARRANTY SERVICE IN TRANSIT" on the next page. Now stop and consider the issue at hand. If it is more of a nuisance issue that does not affect your ability to use the RV, you may want to consider making your appointment when it is not peak season so it does not interrupt your camping season or your use. Follow these steps to help assure a smooth service experience:

1 | Call Ahead - Give thought to an appointment time and call ahead. All shipping or towing expenses incurred in transporting the RV for warranty service will be your responsibility. Upon requesting the warranty services you will be asked for:
- Your name.
- Date of purchase.
- Vehicle Identification Number (VIN).
- An explanation of the anticipated warranty claim.

2 | Be Prepared/Make a List – Have a detailed list ready to review with the dealer when making the appointment. Clearly identify what occurred, when it occurred, and how the RV was being used at the time it occurred (plugged in/not plugged in; on city water/on pump, etc.) The more information you provide up front, the better chance the dealer will address your concerns timely and accurately the first time.

3 | Parts Lead Times – While many of the parts needed for warranty repairs are in stock at your dealer or at Keystone, a number of them may be special order. Many of these parts need to be manufactured with extended lead times that can delay the repair process. In those situations, we recommend the dealer complete the repairs that can be completed without the special order parts. We also recommend that you take the RV to use. Once the parts needed to complete the repairs are received by the dealer, you can return the RV to complete the remaining repairs.

4 | Inspect Your Repairs – Your dealer and Keystone want you to be satisfied with any repair. After a repair is performed, inspect it thoroughly. Go over the repairs with the dealer service representative, checking off your list as you go. In the event a problem should reoccur after you have left the dealership, contact the dealer or Keystone as soon as possible.

If the dealer is unable to resolve any warrantable issues or provide assistance in arranging repairs in a timely manner, please contact: Customer Service Department, Keystone RV Company, P.O. Box 2000, Goshen, Indiana 46527. You may contact us using the "My Keystone" App or at www.keystonerv.com or by calling Owner Relations at 866.425.4369. Upon receipt of notice of a claim where a dealer was unable or unwilling to resolve your issue, Keystone may then direct you to another dealer or service center.

Keystone may also, at its option, request that you return your RV to one of its Customer Service facilities in Goshen, Indiana or Pendleton, Oregon.

If a dealer is unable to correct any covered defect that you believe substantially impairs the value, use, or safety of your RV, you must, to the extent permitted by law, notify Keystone directly of the dealer's failure to successfully repair the covered defect so that Keystone can become directly involved with the purpose of performing a successful repair to the covered defect.

FOR CALIFORNIA CONSUMERS, PLEASE MAKE SURE YOU KNOW YOUR RIGHTS AS DESCRIBED ON PAGE 6 OF THIS WARRANTY GUIDE.

OBTAINING WARRANTY SERVICE IN TRANSIT OR WHEN AWAY FROM DEALER

Should you encounter an issue affecting the use, value, or safety of your RV while traveling, contact your selling dealer for assistance. Should you need to locate an Authorized Keystone Service Center, a dealer locator can be found by downloading the "My Keystone" App and/or at www.keystonerv.com, or Keystone Owner Relations Monday–Friday from 9 A.M. to 4 P.M. EST (Friday - Summer hours 9 A.M. – 3 P.M. EST) at 866.425.4369.

When you are away from your selling dealer and a Keystone authorized service center or mobile service provider is not available, it may become necessary to use a non-authorized Keystone service center or mobile service which we will be happy to work with, however, please note:

- Service Calls are not covered under warranty.
- We will need to approve a reasonable estimate for the cost of repair BEFORE the work begins.
- We may elect to ship parts to the location.
- The defective parts may be required to be returned before payment for the work is processed.
- While Keystone is more than willing to pay non-authorized service centers or mobile service companies directly, they may charge you since we do not have a "relationship" with either. Upon receipt of the paid invoice, Keystone would then make arrangements to reimburse you the pre-approved amount (W-9 required).

04 SAFETY RECALLS AND SERVICE CAMPAIGNS

From time to time, Keystone may initiate a Safety Recall or Service Campaign in an effort to prevent a possible product failure from manifesting itself.

A Safety Recall involves a likely failure that can lead to property damage or personal injury. Notifications are mailed to your physical home address and may be emailed to you. Please make certain that you supply Keystone with an accurate home address and email address. The recall process is all about notice to you and making certain you deliver the RV to your local dealer for when a Recall and Service Campaign have been initiated by Keystone. It is very important that the issue be remedied before the RV or related component is used again. You can register your new or used unit ownership and change your address at https://www.keystonerv.com/update-ownership or download the "My Keystone" App, or contact Keystone Owner Relations Monday–Friday from 9 A.M. to 4 P.M. EST (Friday - Summer hours 9 A.M. – 3 P.M. EST) at 866.425.4369.

Although similar to a Recall, a Service Campaign is a potential product failure that is not likely to lead to personal injury. Notifications are mailed to the registered owner's address and may be emailed to you.

For Recall and Service Campaign questions please contact your Keystone Authorized Dealer/Service Center. Keystone Authorized Dealers and Service Centers can look up your specific unit information using your Keystone RV 17 digit VIN and tell you if you have a Recall or Service Campaign with your RV. See chapter 4 of the Keystone Owner's Manual to help you locate your VIN. You may also call Keystone Owner Relations Monday–Friday from 9 A.M. to 4 P.M. EST (Friday - Summer hours 9 A.M. – 3 P.M. EST) at 866.425.4369 or contact us via Online chat at www.keystonerv.com

REPORTING SAFETY DEFECTS

If you believe your vehicle has a defect which could cause a crash, injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA), as well as, notifying Keystone. If NHTSA receives similar complaints, it may open an investigation and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or Keystone RV Company.

To contact NHTSA, you may call the Vehicle Safety Hot-line toll-free at 1.888.327.4236 (TTY; 1.888.275.9171); go to www.nhtsa.gov; or write to: Administrator, NHTSA, 1200 New Jersey Ave. SE, Washington, DC 20590. You can also obtain other information about motor vehicle safety from www.nhtsa.gov.

Transport Canada can be reached toll-free at 1.800.333.0510 or at 819.420.4300 in the Gatineau-Ottawa area or internationally. Written correspondence can be sent to: Transport Canada-ASFAD, 330 Sparks St., Ottawa, ON K1A 0N5.

Adresse postale: Transports Canada - ASFAD 330, rue Sparks, Ottawa (Ontario) K1A 0N5. Téléphone: 819-420-4300 (dans la région de Ottawa-Gatineau et à l'extérieur du pays). Sans frais: 1.800.333.0510 (au Canada).
Internet: http://canada.ca/rappels-securite-automobile.

05 YOUR RESPONSIBILITIES AS AN OWNER

Review the information contained in the Warranty Guide, the Owner's Manual, and all supplied component manuals. Ensure the proper care and maintenance is performed according to the Maintenance Schedule outlined in the Warranty Guide and the Owner's Manual, including taking whatever preventative measures that are necessary to maintain the exterior sealants and prevent foreseeable secondary moisture or water damage to the RV. Examples of secondary damage include, but are not limited to, stained upholstery, carpeting or drapes, mold formation and growth, furniture, cabinetry or floor damage, etc.

In the event the unit leaks (exterior, plumbing, etc.), take whatever action necessary to prevent foreseeable secondary moisture, water damage, or other natural accumulation of water in the RV. Also:

- Mitigate the leak. (Turn off the water, cover the area or have someone cover the area to the extent it is safe to do so, etc.)
- Remove the accumulated water to the extent it is safe to do so. (Use towels, a shop vacuum, etc. If severe enough, a professional water restoration company may be needed.)
- Reduce indoor humidity and/or ventilate the trailer to aid in the drying process. (Utilize roof vent fans, secondary fans directly on the area, a dehumidifier, operate the furnace fan and/or air conditioner, etc.)

Failure to take reasonable action to mitigate leaks, secondary moisture, or the accumulation of water is not covered by the terms of the limited warranties.

Mold grows naturally given certain environmental conditions and is not covered by the terms of the limited warranties.

Facts about Mold from the United States Environmental Protection Agency (EPA):

- Molds can be found almost anywhere; they can grow on virtually any substance when moisture is present. There are molds that can grow on wood, paper, carpet, and foods.
- Clean and dry any damp or wet materials or furnishings within 24-48 hours to prevent mold growth.
- There is no practical way to eliminate all mold or mold spores in an indoor environment; the best way to control indoor mold growth is to control moisture.
- Fix the source of the water problem or leak to prevent mold growth.
- Reduce indoor humidity to 30-60% to decrease mold growth by:

1 | Venting bathrooms, dryers, and other moisture-generating sources to the outside.

2 | Using air conditioners and de-humidifiers.

3 | Increasing ventilation.

4 | Using exhaust fans whenever cooking, dishwashing or cleaning.

WARRANTY REGISTRATION - CHANGE OF ADDRESS OR OWNERSHIP

To enable Keystone to contact you with important product safety updates, including safety recalls or service campaigns, please make sure your warranty registration information, including your email address, is correct and up to date.

You can register your new or used unit ownership and change your address on the "My Keystone" App and/or at https://www.keystonerv.com/update-ownership or contact Keystone Owner Relations Monday–Friday from 9 A.M. to 4 P.M. EST (Friday - Summer hours 9 A.M. – 3 P.M. EST) at 866.425.4369.

COMPONENT PART WARRANTY REGISTRATION AND ADMINISTRATION

Your RV has components, appliances, and accessories with printed materials that their individual component manufacturers have provided. These materials are included in the packet located in your RV that contains your Owner's Manual and warranty registration cards.

Appliance and component manufacturer warranties, if any, are separate from the Keystone Limited Warranties. We know it seems like a lot, but please review all of the materials located in your RV as part of the owner's packet. Not only should you be familiar with the many components and appliances, you are responsible for submitting any warranty registration cards and following the appropriate procedures for obtaining warranty service after your first year of ownership.

During the first year of your ownership (First two-years of ownership for Eddie Bauer and Redwood brands), Keystone administers all the separate appliance and component warranties except for tires, batteries, Onan supplied generators and ASA supplied electronics (those items are not only excluded but Keystone does not administer those components' separate warranties).

Keystone does not warrant any appliance or components. In no way will Keystone's Limited Warranties be modified or amended by this provision.

All warranty service claims on components must be directed during the one-year (two-year for the Eddie Bauer and Redwood brands) base limited warranty coverage period to Keystone through an authorized Keystone dealer or service center. After the Keystone one-year (two-year for the Eddie Bauer and Redwood brands) base coverage period expires, all appliance and component warranty claims must be directed to the respective appliance and component manufacturers.

INDOOR AIR QUALITY AND AVOIDING CONDENSATION

Your RV was designed and manufactured by Keystone for recreational travel and family camping with suitable materials, appliances, and components. If you choose to use your RV for any purpose other than recreational travel and family camping, it could reduce the life expectancy of soft goods, appliances, and other components. In addition, more frequent maintenance intervals may be required.

When using your RV, an owner may need to take steps to achieve their particular desired comfort level. For example:

- In an RV, air vents and interior doors must remain open at all times to equalize heat and air conditioning throughout the RV. (See Video for more information -https://www.youtube.com/watch?v=xgrvFHshwlw. In most cases, a problem with regulating indoor temperatures only manifest when the RV is being operated in extreme heat or cold. While there are steps that can help improve these situations, it may be necessary for you to purchase aftermarket solutions in order to meet your "preferred comfort level" expectations.
- Be mindful that it is important to remove moisture saturated air from inside the RV. In most cases, utilizing proper ventilation to remove "inside air" and replace with "fresh outside air" is enough. This will prevent condensation inside your RV, which could lead to significant repair costs not covered by the limited warranties. Depending on weather conditions and the use of an RV, it may be necessary for the owner to install more aggressive fans to increase ventilation capacity or to purchase and use a dehumidifier.

For more information, see Chapter 3 of your Owner's Manual - Indoor Air Quality and Avoiding Condensation.

MAINTENANCE

RVs require diligent, thorough, and scheduled maintenance that if not performed properly, can lead to damage and/or substantial repair cost that the Limited Warranties do not cover. We have included a maintenance schedule for your convenience. Some of these requirements can be performed by a more experienced RV consumer, but if you are new to the RV lifestyle, we recommend an experienced RV professional, like your dealer, help you. Chapter 13 of the Owner's Manual details Interior and Exterior Maintenance.

A Maintenance Record Form is included here and in your Owner's Manual.

SEAL MAINTENANCE

There are many different exterior components installed with many different sealants which have been determined to perform best for each application. With time and exposure, they will deteriorate and become susceptible to leaks. We highly recommend you rely on your dealer to inspect seams, joints, and other sealants every six months. Not knowing what constitutes a "seal void" or using the incorrect sealant could potentially allow water penetration which can lead to thousands in out of pocket expenses for repairs. Here are a couple of examples of reasons not to risk doing it yourself.

- If you apply one sealant type on top of another sealant type, they won't adhere to each other. It may look like it is sealed but in fact moisture can pass right between the two sealants.

- Silicone based sealants do not adhere to roofing materials.

MAINTENANCE SCHEDULE

Note: The intervals outlined below are based on typical recreational travel and family camping in moderate climates and weather conditions. Review Chapter 13 of your Owner's Manual in detail for more information regarding the specific maintenance requirements of each topic listed below. Use of your RV other than for recreational travel and family camping, as well as extreme conditions, may accelerate deterioration of components, seals, etc. and require more aggressive maintenance intervals.

SAFETY	PRE-TRIP	AFTER EACH USE	MONTHLY	EVERY 3 MONTHS	EVERY 6 MONTHS	YEARLY
*Brakes (After first 200 Miles)				Adjust		
*CO Detector Test	Test					
Electrical (120V)						"Hot Skin" Test
*Electrical Cords/Receptacles	Inspect					
Generator Exhaust	Inspect					
*LP Detector Test	Test					
Lug Nut Torque	Inspect					
*Pin Box & Hitch Equipment	Inspect		Lube			
Propane System						Leak Test
Safety Chains	Inspect					
*Smoke Alarm	Test					
SERVICE	**PRE-TRIP**	**AFTER EACH USE**	**MONTHLY**	**EVERY 3 MONTHS**	**EVERY 6 MONTHS**	**YEARLY**
*Axles	*			*	*	*
*Battery Cables/Connections	Inspect					
Black Water System		Flush				
All Exterior Moldings					Inspect/Reseal	
Entry Steps			Lube			
Fiberglass/Gel Coat				Clean	Wax	
Frame					Touch-Up	
Fresh Water System		Drain				Sanitize
*Furnace						Clean
*Generator	Check Oil					
Gray Water System		Flush				
*iNCommand System					Update	
*Jacks (A-Frame, Landing)				Clean/Lube		
Latches, Locks			Lube			
Metal Siding					Inspect/Reseal	
*Refrigerator						Clean
*Roof Air Conditioner			Lube			
Roof Seams & Joints				Inspect/Reseal		
*Roof Vents					Inspect	
Slide-Out Box		Clean Roof			Inspect/Reseal	
*Slide-Out System			Actuate			
*Tires	Inspect					
Tire Pressure			Check			
*Water Heater		Drain				Flush
Window Sealants					Inspect/Reseal	

*Please refer to the manufacturer's instructions supplied with the RV for care and operation or the applicable wesite.

06 RV WARRANTY DISPUTE PROGRAM
A NO COST - VOLUNTARY PROGRAM

If you are unable to resolve a warranty claim or dispute after contacting your dealer's management team or Keystone Customer Service, do not worry, you may voluntarily participate in the Warranty Dispute Program administered by DeMars & Associates (DeMars is not affiliated with Keystone).

This voluntary program is offered to you at no cost. The details of the Warranty Dispute Program can be found here at www.emarsassociates.com/rv-warranty-dispute-program. This is a confidential mediation process where the parties are invited to discuss the dispute and jointly develop a resolution with the assistance of a neutral third party. Mediators are attorney-mediators trained on the specific rules and guidelines of the Warranty Dispute Program. Keystone will not be represented by an attorney in the process and will not have a lawyer present at the mediation. The mediator will assist the parties' efforts to reach a mutually acceptable settlement, but will not impose any settlement on you.

To be eligible for the program you must have a defect in your RV covered under the applicable Keystone limited warranties during the respective warranty period(s) and contend the defect has not been cured after a reasonable number of repair attempts at an authorized repair facility.

Personal injury and "property damage" claims are not eligible under the program.

To submit your dispute through the Warranty Dispute Program, first go to www.demarsassociates.com/rv-warranty-dispute-program to get access to the Program Rules and either complete the on-line submission form or complete the written Statement of Issues and email it to info@demarsassociates.com or call 262.549.6700 ext. 1280.

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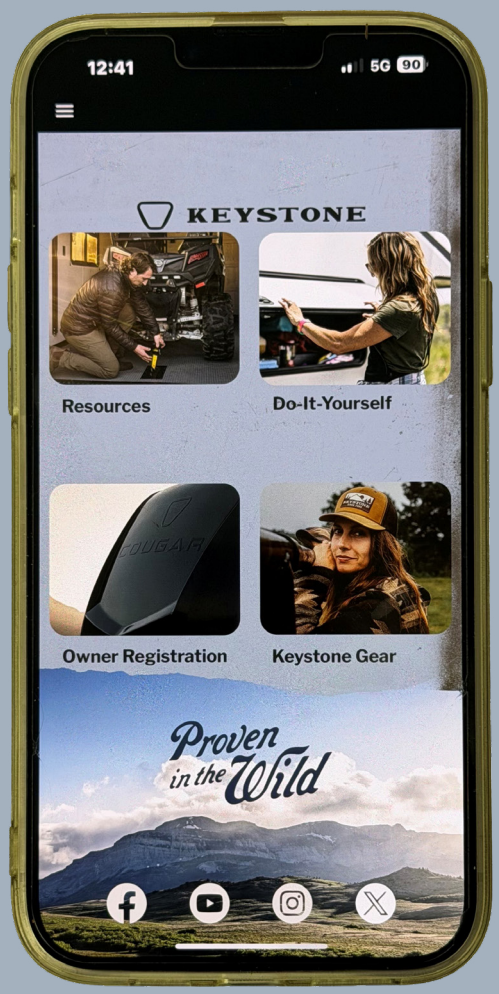

Scan the QR or Click on the Icon Below to Take You To The App Store

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IF THE DEALER IS UNABLE TO RESOLVE ANY WARRANTABLE ISSUES OR PROVIDE ASSISTANCE WITH ARRANGING REPAIRS IN A TIMELY MANNER, PLEASE REACH OUT TO THE CUSTOMER SERVICE DEPARTMENT AT THE CONTACTS BELOW.

FOR CALIFORNIA CONSUMERS, PLEASE MAKE SURE YOU KNOW YOUR RIGHTS AS DESCRIBED ON PAGE 6 OF THIS WARRANTY GUIDE.

PARA LOS CONSUMIDORES DE CALIFORNIA: POR FAVOR, ASEGÚRESE DE CONOCER SUS DERECHOS TAL COMO SE DESCRIBEN EN LA PÁGINA 6 DE ESTA GUÍA DE GARANTÍA.

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